SNAP Application and Call Center Metrics	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25
SNAP Application Rejections*										
SNAP Applications Rejected for Failure to Complete the Interview (can include other rejection reasons)*										
Count	11,405	8,980	12,572	9,437	12,140	11,364	8,508	14,083	12,094	14,509
% of all applications rejected	51.12%	48.09%	50.07%	43.39%	50.91%	46.78%	46.42%	51.79%	51.32%	57.45%
SNAP Applications rejected ONLY for Failure to Complete the Interview										
Count	9,875	7,688	10,902	8,050	10,648	9,715	7,292	12,317	10,341	12,576
% of all applications rejected	44.26%	41.17%	43.42%	37.02%	44.65%	39.99%	39.78%	45.29%	43.88%	49.80%
Tier 1 Metrics										
Average Wait Time (h:mm:ss)	**1:19:16**	**1:15:07**	**0:32:05**	**0:38:51**	**0:42:15**	**0:40:17**	**0:43:14**	**0:44:49**	**0:58:18**	**1:00:17**
Lowest Daily Avg Wait Time	1:00:30	0:50:47	0:20:18	0:02:01	0:01:44	0:09:04	0:11:53	0:00:19	0:02:25	0:46:18
Highest Daily Average Wait Time	1:28:40	1:39:44	0:53:11	0:53:28	0:59:54	0:52:52	0:56:01	1:09:35	1:20:04	1:24:51
Min Wait Time	0:00:00.049	0:00:00.091	0:00:00.091	0:00:00.101	0:00:00.053	0:00:00.110	0:00:00.042	0:00:00.042	0:00:00.054	0:00:00.061
Max Wait Time	6:04:29	6:03:52	4:08:49	4:57:59	5:51:23	3:57:18	3:51:54	4:15:02	4:59:29	5:38:04
Queue Deflections**	39,321	30,950	13,254	16,399	17,492	17,416	15,494	18,764	21,380	16,611
Count of Customer Disconnects (Abandoned Calls)	31,358	30,999	31,479	35,260	34,231	29,320	21,925	19,665	14,134	11,592
Avg Time Until Customer Disconnect (h:mm:ss)	0:56:27	0:52:42	0:13:52	0:18:25	0:19:14	0:18:30	0:18:50	0:20:09	0:26:48	0:24:32
Accommodation Requests***										
Tier 3 Metrics										
Average Wait Time (hh:mm:ss)	**0:35:01**	**0:37:23**	**0:20:38**	**0:19:05**	**0:22:17**	**0:20:24**	**0:23:37**	**0:34:14**	**0:45:26**	**0:57:04**
Lowest Daily Avg Wait Time	0:29:56	0:23:24	0:13:41	0:13:00	0:17:34	0:03:49	0:14:24	0:20:57	0:37:18	0:46:09
Highest Daily Average Wait Time	0:43:05	0:51:22	0:28:58	0:31:24	0:32:12	0:29:03	0:36:38	0:52:06	1:05:09	1:09:07
Min Wait Time	0:00:00.053	0:00:00.047	0:00:00.044	0:00:00.050	0:00:00.005	0:00:00.053	0:00:00.044	0:00:00.053	0:00:00.061	0:00:00.045
Max Wait Time	3:28:51	5:12:17	2:14:05	23:02:26	2:14:34	2:11:52	2:29:19	3:12:47	4:57:35	5:52:52
Queue Deflections**	42,057	49,920	11,191	10,358	10,736	17,328	14,057	46,433	72,199	61,298
Count of Customer Disconnects (Abandoned Calls)	20,482	19,637	17,119	19,860	14,813	14,953	13,738	17,441	18,447	17,552
Avg Time Until Customer Disconnect	0:25:10	0:29:04	0:14:30	0:13:36	0:15:01	0:15:01	0:16:14	0:24:48	0:32:42	0:44:11
Accommodation Requests***										

* SNAP applications may be rejected for multiple reasons. This count includes all applications that rejected for UCI (unable to complete interview) regardless of whether there were additional reasons the application would be rejected.

** A "deflection" is a call that did not make it into the queue because of wait time thresholds. An "abandoned call" is a caller that disconnected before reaching an agent.

*** Although many accommodations are made as part of our daily work, DSS does not currently track the number of accommodation requests made by SNAP applicants and participants at a systemic level. Accommodations are currently recorded as notes in individual case files and cannot be pulled as a data element. Therefore, there is not a measurement DSS can accurately report for this metric at this time. DSS is determining how to best compile and report this information and will provide updates on this metric as soon as they become available.

**** The "Max Wait Time" for August 2024 has been skewed and, while accurate, does not reflect the time in which an individual was waiting in a queue or on hold to speak with someone in our call center. A single call did not hang up and remained open overnight in Tier 3. There were difficulties disconnecting the call that required IT assistance to resolve. No caller was left on hold for 23 hours.

Call Deflections/Redirections by Date

Date	Tier 1 Deflections	Tier 3 Deflections
2/1/2025	0	0
2/2/2025	0	0
2/3/2025	1146	3784
2/4/2025	753	3910
2/5/2025	731	3454
2/6/2025	979	2867
2/7/2025	1184	4043
2/8/2025	0	0
2/9/2025	0	0
2/10/2025	1458	4602
2/11/2025	1385	3698
2/12/2025	0	0
2/13/2025	1239	4378
2/14/2025	672	2241
2/15/2025	0	0
2/16/2025	0	0
2/17/2025	0	0
2/18/2025	1654	4361
2/19/2025	754	4656
2/20/2025	518	3780
2/21/2025	672	2666
2/22/2025	0	0
2/23/2025	0	0
2/24/2025	963	2563
2/25/2025	241	2387
2/26/2025	791	2512
2/27/2025	922	2576
2/28/2025	549	2820